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FIG. 1

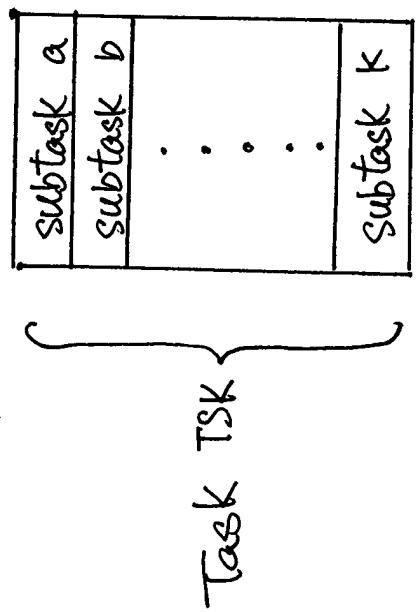


FIG. 2a

subtasks	production rates
subtask a	n_a
subtask b	n_b
...	...
subtask K	n_k

FIG. 2b

Name	John Doe
exempt status	exempted
handling capability	Yes
...	...
daily available hours	5.8
daily administrative hours	1.2

FIG. 2c

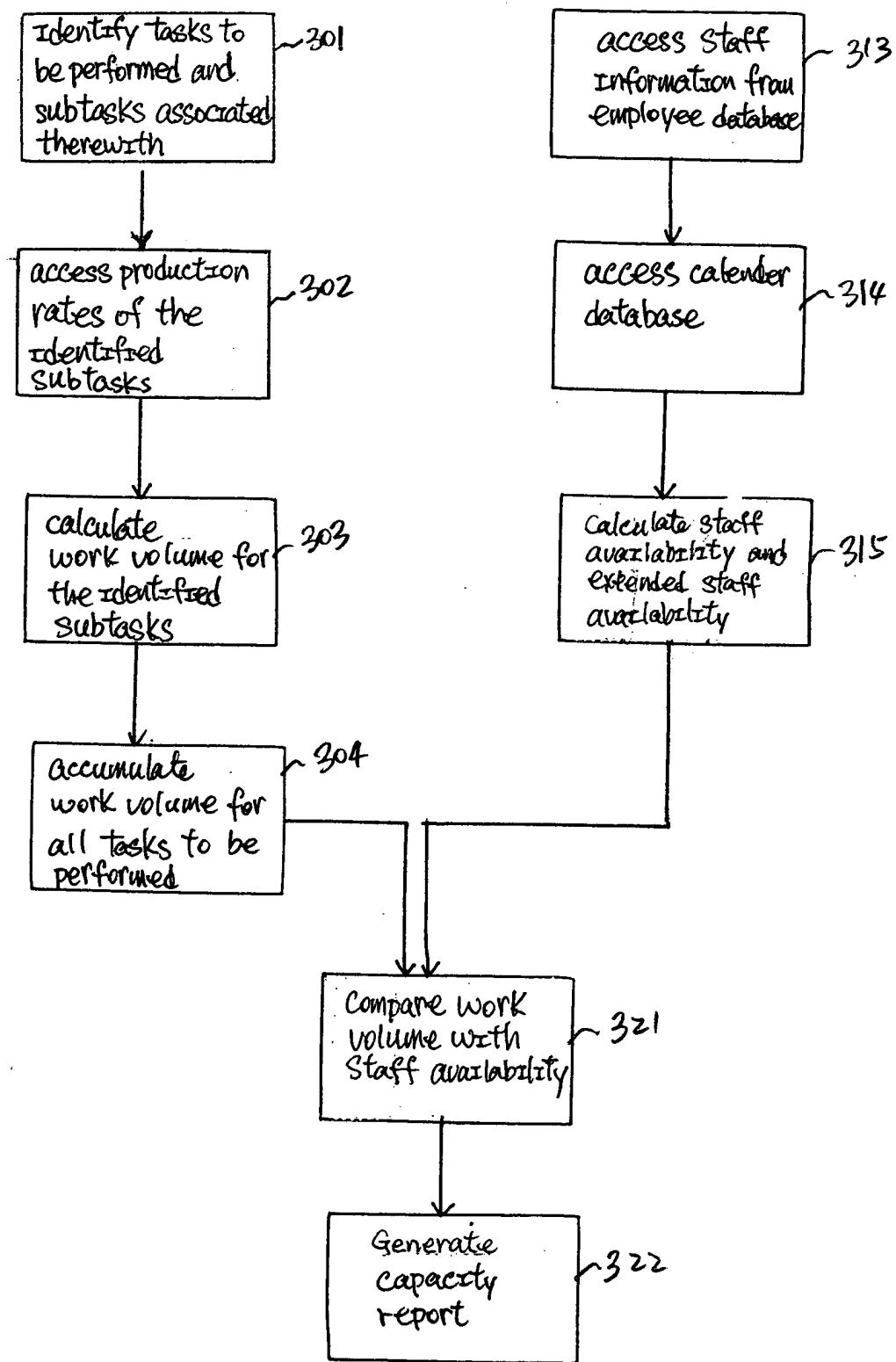


FIG. 3

FIG. 4A

494 495

# of Business Days	ACTUAL	FORECASTED ESTIMATES		
		Sep-2003	Oct-2003	Nov-2003
7 Hours Per Day	21	23	19	22
Subtasks				
Domestic Account Adds	1,728	1,656	1,330	1,540
Domestic Changes / Updates	15,456	16,914	14,345	16,610
Doc Entries - Adop Agreements	28,134	30,263	34,200	40,700
Doc Entries - W9	1,444	1,617	1,482	1,738
Doc Entries - Margin	2,649	2,642	2,280	2,640
Doc Entries - Option	2,757	2,299	2,090	2,420
TOTAL VOLUME	52,168	55,592	55,727	65,648
Total Volume	52,168	55,592	55,727	65,648
402 Production Rates (per hour):				
Domestic Account Adds	27.0	27.0	27.0	27.0
Domestic Changes / Updates	36.0	36.0	36.0	36.0
Doc Entries - Adop Agreements	40.0	40.0	40.0	40.0
Doc Entries - W9	60.0	60.0	60.0	80.0
Doc Entries - Margin	60.0	60.0	60.0	80.0
Doc Entries - Option	60.0	60.0	60.0	60.0
403 Required Hours:				
Domestic Account Adds	64.0	61.3	49.3	57.0
Domestic Changes / Updates	429.3	469.8	398.5	481.4
Doc Entries - Adop Agreements	703.4	756.6	855.0	1,017.5
Doc Entries - W9	24.1	30.3	24.7	29.0
Doc Entries - Margin	44.2	44.0	38.0	44.0
Doc Entries - Option	46.0	38.3	34.8	40.3
Processing Required Hours	1,310.9	1,400.4	1,400.3	1,649.2
404 Processing Related FTEs	8.9	8.7	10.5	10.7
Required Support Function Hours:				
SF 10 Report Retrieval	73.5	80.5	66.5	77.0
SF 20 Mass Updates	73.5	80.5	66.5	77.0
SF 30 Testing	147.0	161.0	133.0	154.0
SF 40 Document Retrieval	105.0	116.0	96.0	110.0

FIG. 4b

7 Hours Per Day

CAPACITY PLAN

	ACTUAL	FORECASTED ESTIMATES			
		Sep-2003	Oct-2003	Nov-2003	Dec-2003
405 # of Business Days	21	23	19	22	24
Support Function Required Hours	399.0	437.0	361.0	418.0	
Support Function Related FTEs	2.7	2.7	2.7	2.7	
Total Hours Required	1,710	1,697	1,761	2,067	
406 Staff Outage (hours per month):					
VS 10 Personal Vacation	63	72	56	105	
VS 20 Sick Days	28	26	35	49	
VS 30 Disability	0	0	0	0	
Total Staff Outage Hours:	91	105	91	154	
407 Staff Outage Related FTEs:	0.6	0.7	0.7	1.0	
408 Managerial Functions - (hours per month):					
MF 10 Formal Training	21	23	19	22	
MF 20 Internal Training	11	12	10	11	
MF 30 Staff Meeting/Coaching	16	17	14	17	
MF 40 Staff Support	147	161	133	164	
MF 50 Supervisory Work Time	105	116	95	110	
Total Fixed Hours:	299	320	271	314	
409 Fixed Hours Related FTEs:	2.0	2.0	2.0	2.0	

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FIG. 4C

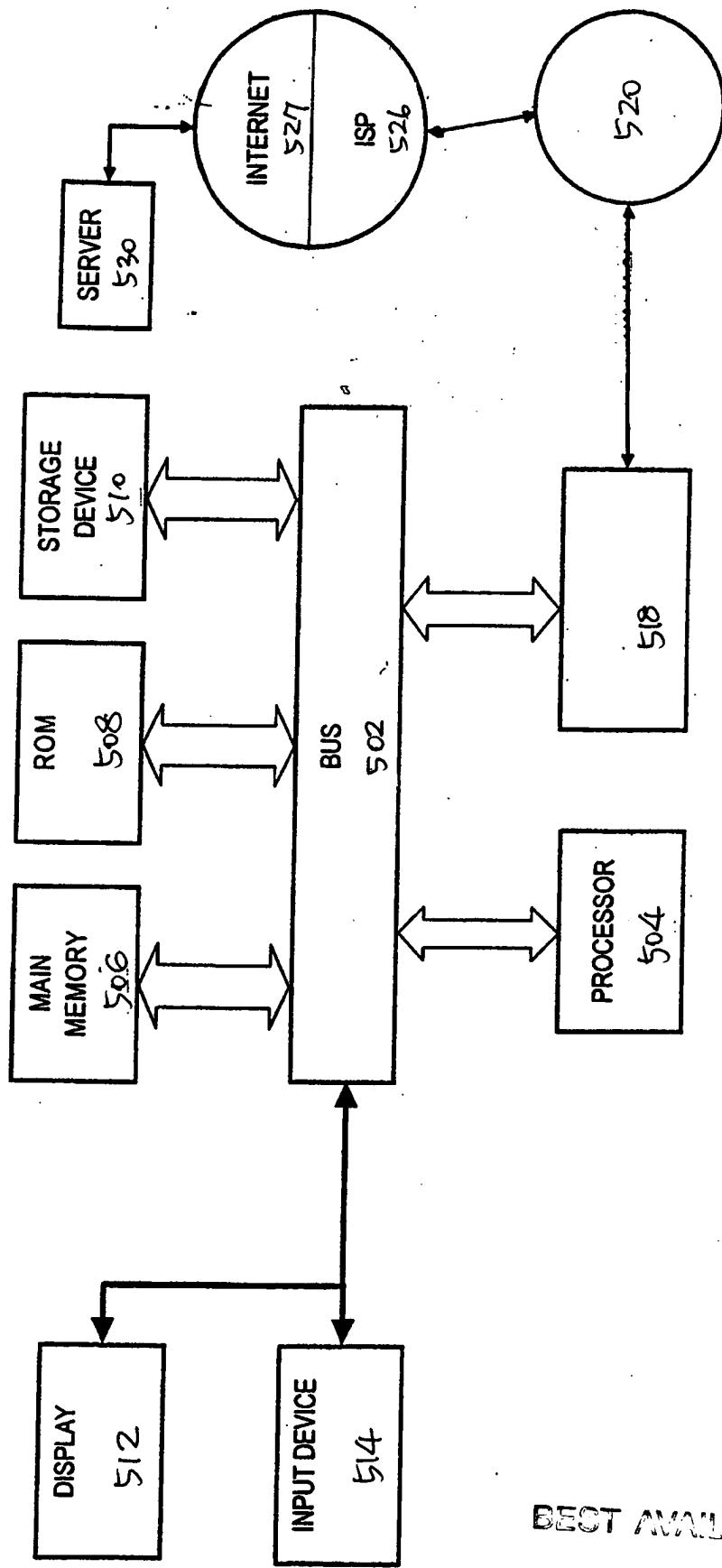
7 Hours Per Day

	CAPACITY PLAN			
	ACTUAL	FORECASTED ESTIMATES		
	Sep-2003	Oct-2003	Nov-2003	Dec-2003
# of Business Days	21	23	19	22
Total Other Hours Required	390.2	432.9	361.8	467.5
Total Hours Required	2100.0	2270.3	2123.0	2534.7
FORECASTED STAFF REQUIRED	14.3	14.5	16.0	16.5

FTE ELASTICITY CALCULATIONS				
Actual Paid Staff	12.0	12.0	12.0	12.0
Available Staff (-Disability, Vac, Sick)	11.4	11.3	11.3	11.0
8 Hour Day Non-Exempt	12.9	12.9	12.9	12.9
9 Hour Day Exempt	13.8	13.8	13.8	13.7
Enhanced Staff (+ Borrowed / - Lent)	13.8	13.8	13.8	13.7
Actual Overtime	14.2	13.8	13.8	13.7
Overtime Forecast (2hrs/day Non-Exempt)	15.7	15.6	15.6	15.5
Actual Weekend Hours	14.2	13.8	13.8	13.7
Weekend Forecasted Hours	17.2	17.0	17.0	17.0
Difference of Req'd vs. Actual	-2.3	-2.1	-4.0	-4.5
Variance (%)	-19.05%	-17.51%	-33.02%	-37.16%
Cost of Variance	-\$14,287	-\$13,131	-\$24,766.20	-\$27,870.37
Labor \$ per unit:				
Labor \$ per subtask	\$1.44	\$1.35	\$1.35	\$1.14

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FIG. 5